



PROGRAMS

2004-05 Actual	2005-06 Budget	2006-07 Adopted	2007-08 Projected
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Administration

Water Resources Administration directs, plans, and coordinates all water and sewer operations including billing, engineering, and operations of plants and infrastructure systems, as well as the same functions of the stormwater utility (within a separate fund). It is also this area's responsibility to plan for long term utility needs of the city and seek alignment of utility plans and policies with the overall goals of the City of Greensboro.

<i>Appropriation</i>	6,848,937	7,309,059	6,712,843	6,852,366
<i>Full Time Equivalent Positions</i>	14.00	13.25	8.50	8.50

Billing and Customer Information

The Billing and Customer Information Division is responsible for capturing data from over 95,000 water meters and each year generating over one half million bills for customers on both a monthly and quarterly basis. This division maintains customer information such that accurate and timely billing information is available to all water and sewer utility customers.

<i>Appropriation</i>	2,228,075	2,640,197	2,962,800	2,974,527
<i>Full Time Equivalent Positions</i>	31.00	32.00	34.75	34.75

Engineering

The Engineering Division manages the long range capital plan of the water and sewer utility and executes the engineering and construction of projects that support the maintenance, expansion, and compliance strategies of these systems. The current capital plan of major projects spans several years; roughly \$25 million annually is actually spent as these projects are constructed over multiple years. In addition, the Engineering Division manages technology implementation for the utility.

<i>Appropriation</i>	1,310,471	1,380,456	2,887,068	2,957,340
<i>Full Time Equivalent Positions</i>	13.75	16.50	16.50	16.50

Water Supply

The Water Supply Division is responsible for maintenance and operation of the reservoir system, two water production facilities, and delivery of quality water through the transmission system that meets or exceeds all standards for drinking water. The division includes laboratory facilities to assure quality of product. As interconnections to other city's water supplies have become a part of the Greensboro supply strategy, Water Supply also manages the delivery of these supplies to the Greensboro system.

<i>Appropriation</i>	7,649,412	10,631,841	11,878,370	11,357,633
<i>Full Time Equivalent Positions</i>	42.500	43.625	46.375	46.375

Water Reclamation

The Water Reclamation Division accepts all liquid wastes generated by the residential and commercial community, treats that waste and releases it to the environment in a manner that is consistent with the requirements of environmental law. Facilities include two water reclamation plants and one biosolids incineration facility.

<i>Appropriation</i>	9,258,625	11,832,546	13,343,429	11,917,634
<i>Full Time Equivalent Positions</i>	63	63	63	63



Construction and Maintenance

This division constructs, maintains and repairs the water & sewer pipes, sewage pump stations and metering system, and installs all new customer connections.

<i>Appropriation</i>	20,631,769	18,665,550	24,849,845	26,801,981
<i>Full Time Equivalent Positions</i>	153.75	153.75	156.75	156.75

Debt Service

Funding used to make debt principal and interest payments is derived from operating revenues.

<i>Appropriation</i>	14,447,595	16,606,951	17,186,166	17,259,286
<i>Full Time Equivalent Positions</i>	0	0	0	0

Departmental Goals & Objectives

- Maintain water and wastewater rates competitive with other major North Carolina cities.
- Complete cyanide studies to facilitate revision of Wastewater Discharge Permits.
- Complete various sewage pump stations to allow continued growth in areas targeted by City Comprehensive plan.
- Maintain compliance with State and Federal operating permits for the water and wastewater systems.

PERFORMANCE MEASURES

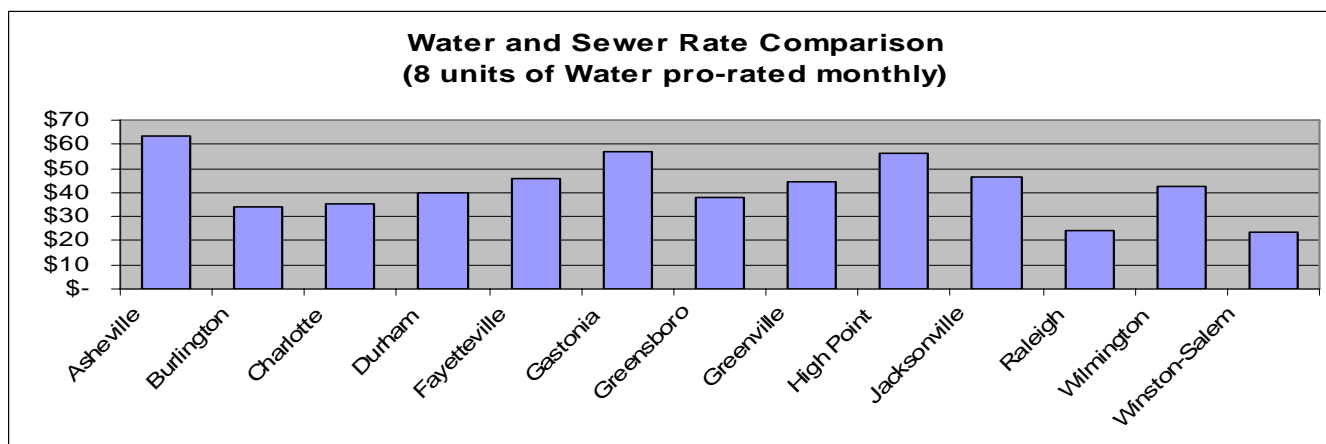
	2004-05 Actual	2005-06 Budget	2006-07 Projected	2007-08 Projected
<u>WORKLOAD MEASURES</u>				
• Number of water customer accounts	96,300	96,500	98,000	99,500
• Number of Significant Industrial Users (SIU)	35	37	36	35
• Number of meters read annually	506,000	510,000	577,000	737,000
• Average water MGD treated daily	31.5	32.5	33.0	33.5
• Average wastewater MGD treated daily	34.2	33.2	31.0	33.0
<u>EFFICIENCY MEASURES</u>				
• Maint. personnel per 100 miles of sewer line	2.40	2.36	2.35	2.35
• Maint. personnel per 100 miles of water line	2.00	2.30	2.25	2.25
• Water system capacity (% daily production compared to safe yield)	78%	85%	86%	86%
• % of wastewater system capacity utilized	57%	52%	59%	59%
• Ratio of water gallons sold to gallons pumped	92%	92%	93%	93%
<u>EFFECTIVENESS MEASURES</u>				
• Percent of customers rating service received as "good" or "excellent"	92%	92%	92%	92%
• Percent of weeks compliant with NPDES Permit at T.Z. Osborne Wastewater Plant	99.4%	98.3%	98.0%	98.0%
• Percent of weeks compliant with NPDES Permit at N. Buffalo Wastewater Plant	99.6%	98.1%	98.0%	98.0%

BUDGET SUMMARY

	2004-05 Actual	2005-06 Budget	2006-07 Adopted	2007-08 Projected
Expenditures:				
Personnel Costs	15,250,991	16,868,565	17,375,619	18,038,957
Maintenance & Operations	46,560,529	50,207,731	59,041,552	60,910,110
Capital Outlay	563,364	1,990,304	3,403,350	1,171,700
Total	62,374,884	69,066,600	79,820,521	80,120,767
Total FTE Positions	318.000	322.125	325.875	325.875
Revenues:				
Water and Sewer Services	57,441,873	63,674,000	72,300,000	72,300,000
Assessments	153,921	200,000	175,000	200,000
Capacity Use Fees	1,650,070	2,600,000	1,400,000	2,600,000
Industrial Waste Control	132,371	550,000	200,000	200,000
Water Line Connections	389,801	550,000	550,000	550,000
All Other	11,963,176	1,492,600	3,854,700	4,096,942
Appropriated Fund Balance	1,763,057	0	1,340,821	173,825
Total	73,494,269	69,066,600	79,820,521	80,120,767

BUDGET HIGHLIGHTS

- The Water Resources budget is increasing \$10.75 million (or 15.6%) as compared to FY 05-06.
- FY 06-07 budget reflects an increase in payments associated with Water and Sewer Bond Retirement of nearly \$580,000. Total debt service is \$17.2 million.
- Budget includes an increase of \$5.3 million in transfer to Water & Sewer Capital Reserve Accounts. This transfer totals \$12.3 million for FY 06-07. An increase of \$1.9 million is budgeted for FY 07-08.
- Indirect cost charges of \$3,050,000 are being assessed to the Fund to continue to more fully reflect the true cost of operations for Water Resources. Charges for Engineering Services will remain at \$1,370,000.
- Budget reflects a 8% rate increase beginning January 2007 to help offset debt service expenses associated with a variety of capital improvements, the continuing costs of purchased water, and the continuing costs of meeting environmental regulations. A 5% to 8% rate increase is expected in FY 07-08.
- FY 06-07 budget includes funding for a PT 30 Lab Tech, a Data Network Specialist, and a Right-of-Way Maintenance Crew consisting of 3 new positions. A Maintenance Worker and Billing Specialist were added mid-year FY 05-06 and 3 Customer Service Reps were transferred to the City's Citizen Contact Center.



Rates as of 01/2006
(1 Unit = 748 gallons)

